



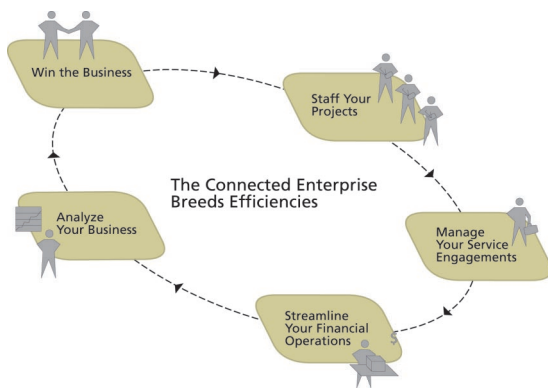
EPICOR FOR SERVICE ENTERPRISES

Commercial and Non-Commercial Research

A New Perspective for the Research Sector

The demands of today's economy are driving the increased globalization of business, presenting both opportunity and challenges for geographically dispersed research and development (R&D) institutes and organizations. As a research or development executive, you understand the importance of managing remote operations and how closer communication and collaboration between your teams can guarantee on time on budget delivery. Time spent matching people to projects could be spent developing new initiatives. Time spent accounting for costs could be spent maximizing productive hours across the enterprise. Commercial and non-commercial Research organizations like yours are feeling the strain and looking to more innovative systems that will assist in leveling resources, streamlining processes and increasing over-all efficiency. At Epicor, we have experience in helping many companies like yours face the challenges of today's dynamic and competitive environment.

EPICOR®



Introducing Epicor for Service Enterprises, an integrated enterprise service automation (ESA) solution from Epicor Software Corporation designed to help you win business, staff your projects, manage service engagements and streamline your financial operations. Epicor for Service Enterprises is an industry-defining ESA solution designed expressly for mid to large-sized professional, embedded and internal service groups. It optimizes your business processes, empowering you to expand your client base, simplify project management and drive efficiency benefits straight to the bottom line. Epicor for Service Enterprises enables you to respond quickly to the ever-changing demands facing your enterprise. It manages and automates every aspect of your business — from bid management to project delivery and resource management to project accounting, portfolio management and beyond — all within a single solution. With a comprehensive, groundbreaking adoption of innovative Web services technologies, Epicor for Service Enterprises is the only ESA solution to offer enterprise functionality at a midmarket total cost of ownership — combining a rich user experience with absolute flexibility and intense performance.

Underpinning the Five Key Service-centric Processes

Epicor for Service Enterprises provides a platform for success for today's R&D organization by delivering a comprehensive closed-loop solution in support of the five key service-centric processes behind all research firms: Winning the business, staffing initiatives effectively, managing project delivery, streamlining financial operations, and analyzing business performance. Specifically designed with research groups in mind, Epicor for Service Enterprises handles each of these processes with one goal in mind, improved business performance.

Winning the Business

Often times client history is lost by the end of an initiative, but with seamless support for opportunity and bid management, Epicor for Service Enterprises allows you to track and access the complete client relationship from opportunity to service delivery to billing to support. You'll be able to manage your bids, view project status or planned vs. actual hours for different clients or initiatives online and access full transactional information on customer billing and accounts receivable. Critically, Epicor for Service Enterprises offers customer relationship management (CRM) capabilities tuned specifically for services and since everything is managed along project lines, even the cost of winning or funding new initiatives is tracked.

Staffing Projects Effectively

The return to a more buoyant marketplace for research and new development spending has also seen a return to a more fluid and skilled workforce. Significantly, many research institutes and development organizations who had cut back to core competencies are looking to swell internal ranks again, coupled with an increasing reliance on outsourced or offshore resources. Epicor for Service Enterprises ensures your capacity planning is managed for current projects and with an eye to longer

term opportunities. Powerful resource allocation queries to locate internal resources can be supplemented through contingent workforce capabilities, allowing you to source the right people for the right projects at the right time. What's more, internal resources can bid on upcoming projects and maintain their skill sets and experience to ensure they're assigned correctly.

Managing Engagement Delivery

Epicor Project Suite is at the core of Epicor for Service Enterprises and provides your teams with the tools to improve project planning, with flexible organizational and work breakdown structures that support everything from quick repeat projects to long term research initiatives. You'll have the ability to budget by project task, manage labor and material costs by project and determine the financial impact of a proposed plan. With the visibility you gain, you'll be able to proactively plan and revise projects and make more informed decisions particularly when matching skills and availability to project needs. And, Epicor Project Suite provides painless time and expense entry with submission and approval through flexible deployment options that support remote entry regardless of where you are. Functionality is available both over the Web and/or through a disconnected client with a simple, unintrusive, synchronization process.

Streamlining Financial Operations

Epicor's world-class financial applications have helped thousands of service organizations close the books and achieve their financial goals for more than 20 years. As an integral part of Epicor for Service Enterprises, they handle conversion of employee expenses to vouchers and link sub-contractor invoices back to projects automatically. Time and expense entries once approved result in billings based on pre-bill, fixed price, time and materials, payment schedule or milestone scenarios, to minimize revenue leakage. And, once bills are raised they pass to accounts receivable invoice and collection features, allowing you to proactively manage your cash flow. Revenue recognition options allow you to easily process deferred revenue accounts and link WIP back to the general ledger, which offers comprehensive multicurrency, inter-company, consolidation, and contract renewal processing.

Analyzing Business Performance

Epicor Business Intelligence delivers essential operational and analytical reports for all users of the system, from executives to initiative managers and administrators to portfolio stakeholders, right when they need it. Standard reports range from resource utilization and project profitability to costs by organizational unit, project and employee and missing time sheets. Easy to use project portfolio management (PPM) queries provide summary level snapshots backed by detail level drill-down to aid decision making, and comprehensive practice performance analysis help drive best practices, successful repeat initiatives, cost alignment and assist when bidding for new work.

Get the Flexibility to Support Your Research Vision

Commercial and non-profit R&D organizations around the world have selected Epicor solutions to be at the core of their companies infrastructure because they help them manage their growth, whatever the economic outlook, not only through better resource allocation, forecasting, and project planning, but also because Epicor for Service Enterprises is designed to adapt in real-time to accommodate every growth phase. Our next-generation service-oriented architecture (SOA) — Epicor ICE — provides comprehensive, easy extension and customization through Microsoft .NET and Web services, allowing you to quickly put new technologies to work for easier integration of business, technology and service strategies.

With Epicor for Service Enterprises, your organization will see improvements in efficiency, project control, utilization, customer satisfaction, and overall visibility — resulting in more effective initiatives. For more information on Epicor for Service Enterprises, contact your authorized Epicor Partner or call Epicor at 800-997-7528 (U.S. and Canada) or 952-544-7077 (international), visit us on the Web at www.epicor.com or e-mail us at info@epicor.com.

Commercial and Non-Commercial Research Solution Benefits

- Pre-configured to support the best practices of R&D organizations based on Epicor's more than 20 years of research, development and consulting experience
- Simplified and streamlined project management developed in conjunction with some of today's most prescient service firms
- Links everybody involved with the delivery of an initiative cycle — internal resources, contractors, project managers and even key customers — allowing them to collaborate effectively towards mutual success
- Comprehensive management for securing initiative funding, billing rules that support joint or multi-funded initiatives, and full cost allocations support both commercial and non-profit organizations
- Maximize resource performance and utilization through increased visibility into current and future staffing needs
- Removal of redundant administrative processes and related costs create greater efficiencies and additional productive hours
- Improved cash flow with lower days sales outstanding (DSO) by reducing the time between doing the work and receiving payment
- Increased client and team communication, collaboration and satisfaction through transparent operations
- Business intelligence and relationship knowledge provide greater support for strategic and tactical portfolio decisions
- Greater business agility through comprehensive business process management and workflow orchestration



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